



*Do More, Be More, Build Your Biotech*

<https://www.biolabs.io/>

BioInnovation Labs (BioLabs), established in 2009 and headquartered in Cambridge, MA, is the premier network of co-working spaces for life science startups. Our collaborative lab space model is uniquely designed for scientific entrepreneurs to test, develop, grow and commercialize their game-changing ideas by being paired with premium, fully equipped and supported laboratory and office spaces alongside unparalleled access to capital and industry partners. BioLabs offers co-working environments through a network of 9 US-based locations, and with plans for expansion in the years ahead, we are currently seeking exceptional talent to join our growing company.

## **ROLE OVERVIEW**

BioLabs is looking for a **Customer Success Manager** who will roll up their sleeves and lead a team from inside the trenches. As a key member of our Marketplace team, you will help craft the company's customer success strategies, increase customer retention, satisfaction and expansion, and build strong relationships with customers by collaborating with cross-functional leaders internally to deliver consistently excellent customer experiences. Our ideal candidate is passionate about using analytical skills to identify problems, find solutions, and improve relationships. To succeed in this role, you should have relevant sales, sales enablement, or account management experience and a demonstrated record of analyzing and optimizing sales campaigns.

## **KEY RESPONSIBILITIES**

- Own overall relationship with assigned clients, which includes managing on-boarding, implementation, training, increasing adoption, ensuring retention, and high levels of customer satisfaction
- Establish a trusted and strategic advisor relationship to help drive continued value of our products and services, identify and resolve pain points, and provide high-level product support
- Maintain and develop customer success strategies and best practices, as well as customer support content, with the help of the purchasing team
- Communicate effectively with both internal and external senior-level management to understand customer needs, maximize retention and growth, and communicate learnings
- Maintain existing customer success metrics and data as directed



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## **DAILY AND MONTHLY RESPONSIBILITY**

- Serve as day-to-day contact for assigned accounts, building trust and rapport while identifying areas of opportunity, highlighting best practices, and documenting them
- Review the customer journey, identifying how it's supported, taking a consultative approach in helping clients overcome issues and achieve goals
- Facilitate interaction and workflow between project team members, including third-party service providers, to ensure deliverables are on time
- Collaborate, problem solve, and/or strategize upcoming client meetings with team members
- Prepare necessary documentation or visuals for client to demonstrate performance of campaigns; analyze trends in C-Sat/NPS scores to identify areas of improvement
- Work with the sales and marketing team to drill customer references and develop case studies

## **SKILLS AND EXPERIENCE**

- 3-5 years of experience in communications, marketing, sales, account management, or customer success
- Strong verbal and written communication, strategic planning, and project management skills
- Analytical and process-oriented mindset
- Comfortable working across multiple departments in a deadline-driven environment
- Active team player, self-starter, and multitasker who can quickly adjust priorities
- Proven track record of demonstrated ability to on-board, support, and excite customers to deliver high customer satisfaction, advocacy, and loyalty
- BS or BA degree, preferably in the life sciences
- Knowledge of Salesforce and project management tools; experience with Jagger a definite plus

BioLabs provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.



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**To apply for this position please email cover letter and resume to:**

[Careers@biolabs.io](mailto:Careers@biolabs.io) with Subject Line: "Customer Success Manager"